

I changed LD providers early in the year but they didn't change my Intra-LATA LD provider. I got a bill from another provider for a Intra-LATA LD call. I called in to get this corrected and now someone ask If they can RECORD my conversation "YES OR NO" and they can't give me an explanation so I said NO and they said they couldn't make the change. I didn't have to go thru this before. I had to go thru the security check with Verizon to prove it was me calling in to make the change. WHY is there a need to record conversations that could be used against me or something?